

**PAST PERFORMANCE QUESTIONNAIRE**  
**FILE MAINTENANCE SERVICES**

Vendor Being Evaluated \_\_\_\_\_

The United States Patent and Trademark Office (USPTO) manages a file repository of over 8 million files. We are in the process of contracting with a vendor to provide file maintenance services. As part of the solicitation, the potential vendor has been asked to distribute this questionnaire to a point-of-contact from their previous projects. You have been selected by the vendor as the owner's representative to provide an evaluation of their past performance.

Please answer all the questions. If a question does not apply, mark it "N/A" (Not Applicable). Verify that the name of the vendor is included at the top of each page. Return the completed questionnaire to Mr. John R. Baumert, no later than Tuesday, January 20, 2004.

By mail to: Mr. John R. Baumert  
U.S. Patent and Trademark Office  
Office of Procurement – Box 6  
P.O. Box 1450  
Alexandria, VA 22313-1450

Or by facsimile at (703) 305-8294.

If you have any questions or concerns about this evaluation, feel free to contact Mr. John R. Baumert at 703-305-8371. Your response is greatly appreciated.

Evaluator's Firm Name and Address _____ _____ _____	
Project _____	
Evaluator _____	
Signature _____	Date _____
Telephone _____	Fax _____
E-Mail _____	

**Contract Details**

Period of Time Covered _____ to _____		
% of Contract Complete _____		
Contract Type (circle one) Fixed Price	Lump Sum	Other
Approximate Contract Value _____		
Brief summary of services provided: _____		

VENDOR BEING EVALUATED: \_\_\_\_\_

## FILE MAINTENANCE VENDOR QUESTIONNAIRE

### Quality

- Did the vendor have an organized approach to the requirement?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor provide adequate, knowledgeable, and skilled staff?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor utilize vehicles that were in good working condition?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Were concerns addressed promptly by the staff and resolved?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No

Comments: \_\_\_\_\_

\_\_\_\_\_

### Customer Service

- Did the vendor understand your mission and priorities?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor commit adequate resources in a timely fashion to the contract to meet the requirement and to successfully solve variations to the requirement?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor offer suggestions on improving the requirement?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- How satisfied were you with the work of the vendor?  
☐ Very Satisfied   ☐ Somewhat Satisfied   ☐ Not Satisfied

Comments: \_\_\_\_\_

\_\_\_\_\_

### Timeliness of Performance

- Did the vendor adhere to required timelines as specified in the contract?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor's management provide information in a timely manner?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No

Comments: \_\_\_\_\_

\_\_\_\_\_

